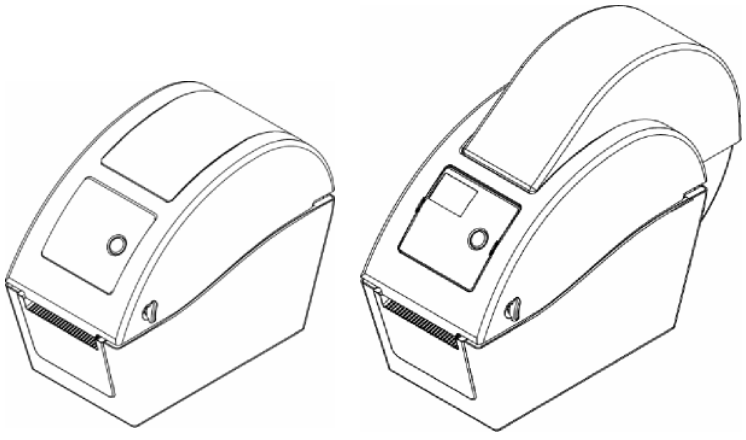
ZG352

DIRECT THERMAL BAR CODE PRINTER

USERS MANUAL



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1. Introduction
1.1 Product Introduction

Thank you for purchasing a ZG352 bar code printer. Although the printer has a small footprint, it delivers reliable, superior performance.

This printer provides direct thermal printing at user selectable speed of: 2.0, 3.0, 4.0 or 5.0 ips. It accepts roll feed, die-cut, and fan-fold media with gap or black mark. All common bar formats are available. Fonts and bar codes can be printed in 4 directions, 8 different alphanumeric bitmap fonts and built-in scalable font capability. You will enjoy trouble free, high throughput for printing labels with this printer.

1.2 Compliances

CE Class B:
EN55022: 1998+A1: 2000+A2: 2003
EN55024: 1998+A1: 2001 +A2: 2003 IEC 61 000-4 Series
EN61 000-3-2: 2006 & EN61 000-3-3: 1 995+A1: 2001
FCC Part 15, Class B
UL, CUL: UL60950-1
C-Tick:
CFR 47, Part 15/CISPR 22 3rdEdition: 1997, Class B
ANSI C63.4: 2003
Canadian ICES-003
TÜV/Safety: EN60950-1 / IEC 60950-1

Wichtige Sicherheits-Hinweise

1. Bitte lesen Sie diese Hinweis sorgfältig durch.
2. Heben Sie diese Anleitung fűr den späteren Gebrauch auf.
3. Vor jedem Reinigen ist das Gerät vom Stromentz zu trennen. Verwenden Sie keine Flüssig-oder Aerosolreiniger. Am besten eignet sich ein angefeuchtetes Tuch zur Reinigung.
4. Die Netzanschluß-Steckdose soll nahe dem Gerät angebracht und leicht zugänglich sein.
5. Das Gerät ist vor Feuchtigkeit zu schűtzen.
6. Bei der Aufstellung des Gerätes ist auf sicheren Stand zu achten. Ein Kippen oder Fallen könnte Beschädigungen hervorrufen.
7. Beachten Sie beim Anschluß ans Stromnetz die Anschlußwerte.
8. Dieses Gerät kann bis zu einer Außentemperatur von maximal 40□ betrieben

CAUTION
1. HAZARDOUS MOVING PARTS IN CUTTER MODULE. KEEP FINGER AND OTHER BODY PARTS AWAY.
2. THE MAIN BOARD INCLUDES REAL TIME CLOCK FEATURE HAS LITHIUM BATTERY CR2032 INSTALLED. RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.
3. DISPOSE OF USED BATTERIES ACCORDING TO THE MANUFACTURER INSTRUCTIONS.

"ORSICHT"

Explosionsgetahr bei unsachgemen Austausch der Batterie. Ersatz nur durch denselben oder einem vom Hersteller empfohlenem nlichen Typ. Entsorgung gebrauchter Batteries nach Angaben des Herstellers.

WARNUNG!
GEFÄHRLICHE BEWEGLICHE TEILE - FINGER UND ANDERE KÖRPERTEILE FERNHALTEN!

VORSICHT!

EXPLOSIONSGEFAHR BEI ERSATZ DER BATTERIE DURCH UNZULÄSSIGEN TYP. VERBRAUCHTE BATTERIEN IMMER VORSCHRIFTSGEMÄSS ENTSORGEN!

Note

The maximum printing ratio per dot line is 15% for this printer. To print the full web black line, the maximum black line height is limited to 40 dots, which is 5mm for 203 DPI resolution printer.

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(1-7141JA-0.11717)
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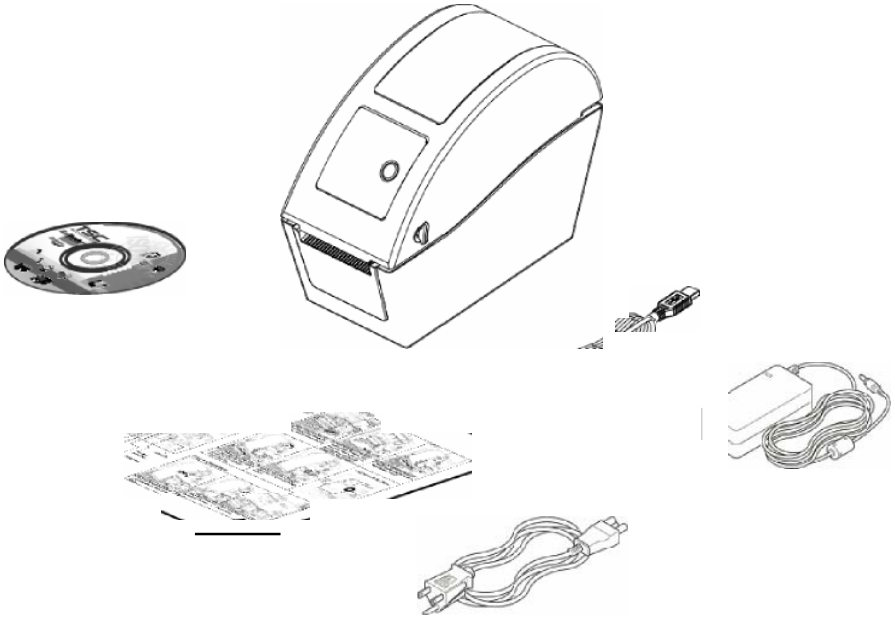
2. Operations Overview

2.1 Unpacking and Inspection

This printer has been specially packaged to withstand damage during shipping. Please carefully inspect the packaging and printer upon receiving the bar code printer. Please retain the packaging materials in case you need to reship the printer.

Unpacking the printer, the following items are included in the carton.

- One printer unit
- One Windows labeling software/Windows driver CD disk
- One quick installation guide
- One power cord
- One auto switching power supply
  One USB interface cable
  One How to create a Logo
  Manual



If any parts are missing, please contact the Customer Service Department of your purchased reseller or distributor.

2.2 Printer Overview

2.2.1 Front View

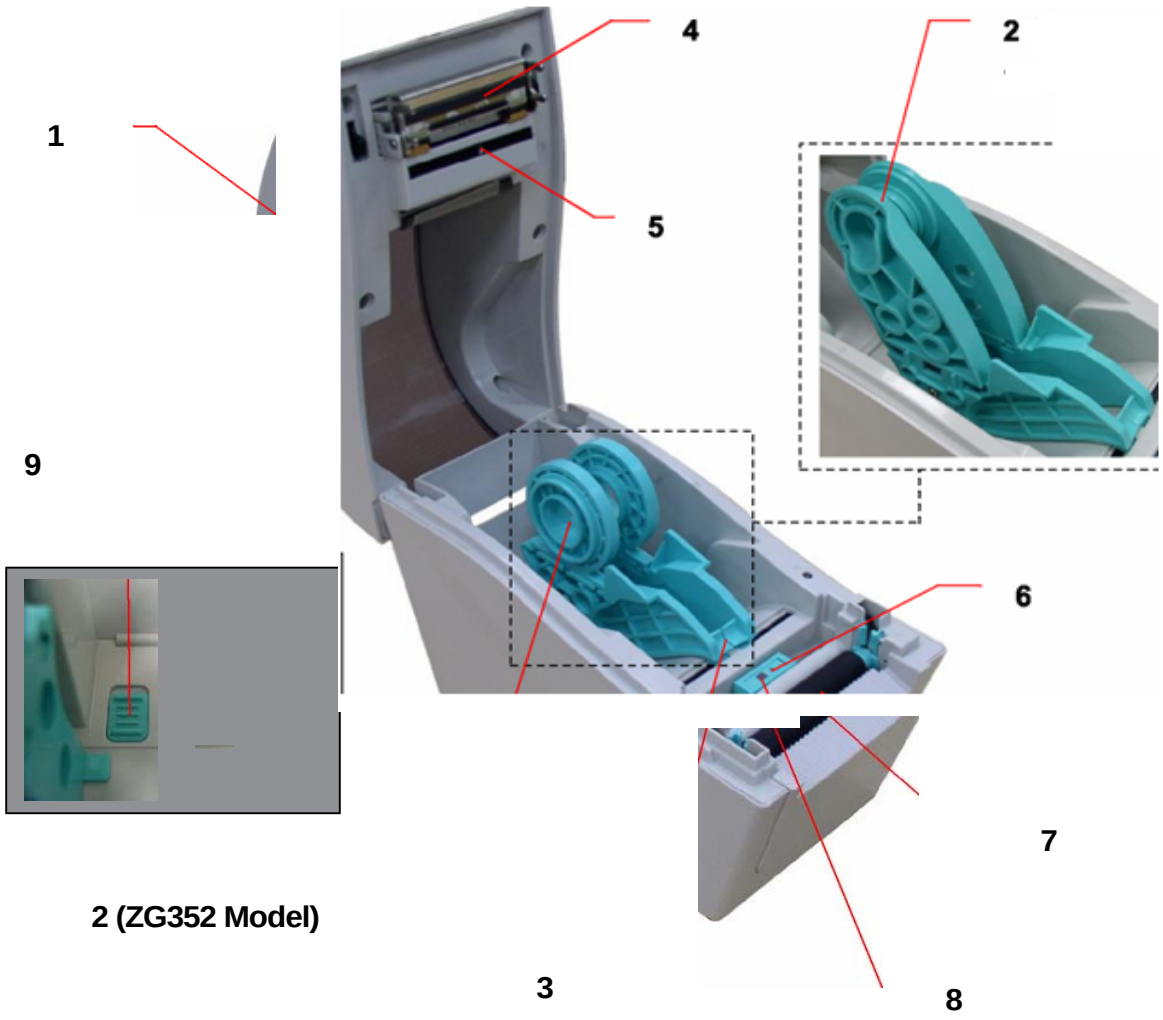
ZG352 model

1. Top cover open lever
2. MicroSD card socket
3. Media view window
4. LED indicator
5. Feed button
6. Paper exit chute

* Recommended MicroSD card specification.

SD card spec	SD card capacity	Approved SD card manufacturer
V1.0, V1.1	MicroSD 128 MB	Transcend, Panasonic
V1.0, V1.1	MicroSD 256 MB	Transcend, Panasonic
V1.0, V1.1	MicroSD 512 MB	Transcend, Panasonic
V1.0, V1.1	MicroSD 1 GB	Transcend, Panasonic
V2.0 SDHC CLASS 6	MicroSD 4 GB	Transcend
- The DOS FAT file system is supported for the SD card. - Folders/files stored in the SD card should be in the 8.3 filename format		

2.2.2 Interior View



1. Top cover
2. Media holder
3. Media guide
4. Printhead
5. Gap sensor (receiver)
6. Gap sensor (transmitter)
7. Platen roller
8. Black mark sensor
9. Media holder lock switch

2.2.3 Rear View

ZG352 model

1. Power switch
2. Power jack socket
3. USB interface
4. Fan-fold paper entrance chute

Note:
The interface picture here is for reference only. Please refer to the product specification for the interfaces availability.

3. Setup

3.1 Setting Up the Printer

1. Place the printer on a flat, secure surface.
2. Make sure the power switch is set to “off”.
3. Connect the printer to the computer with the provided USB cable.
4. Plug the power cord into the AC power cord socket at the rear of the printer, and then plug the power cord into a properly grounded power outlet.

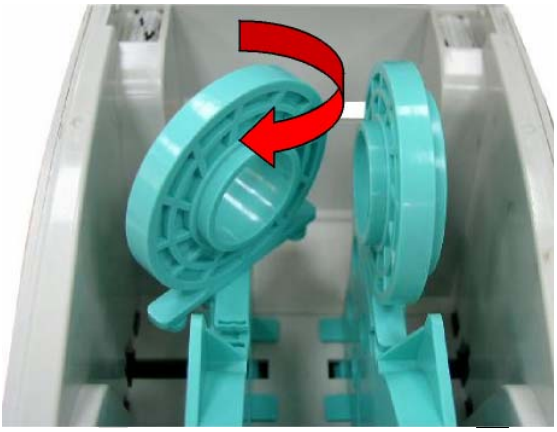
Note: Please switch OFF printer power switch prior to plug in the power cord to printer power jack.

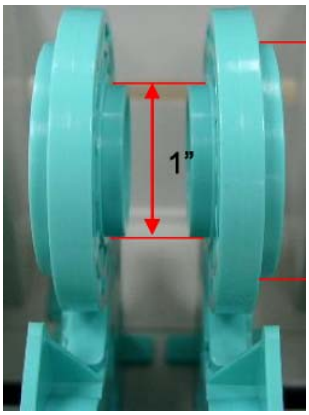
3.2 Loading the Media

3.2.1 Loading the Media

1. Open the printer top cover by pulling the tabs located on each side towards the front of the printer, and then lift the top cover to the maximum open angle.

2. The media holder can be used for 1” and 1.5” media core by rotating the upper part of label holder 180 degrees clockwise.

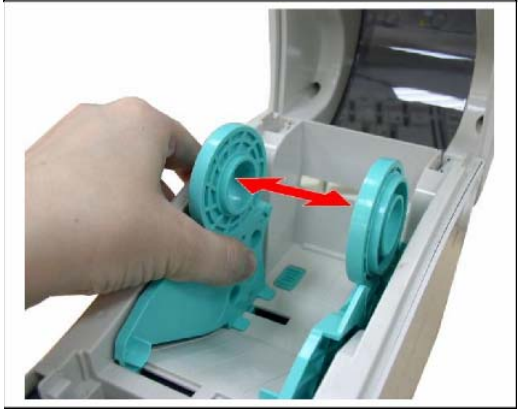




1.5”

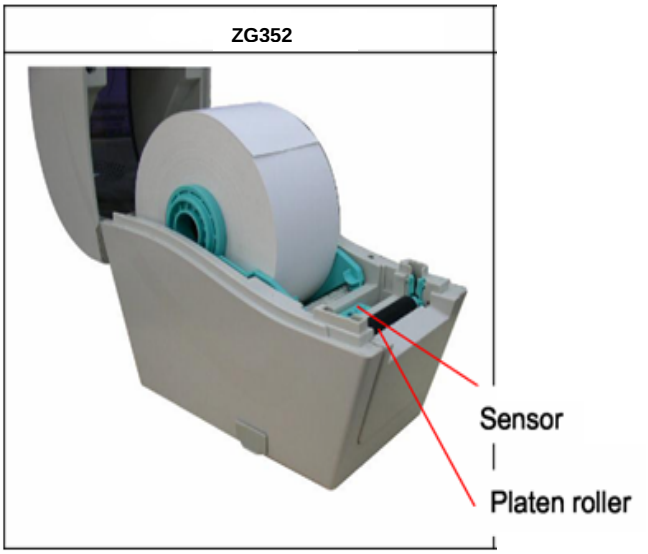
3. Separate the media holders to the label roll width.

ZG352 model



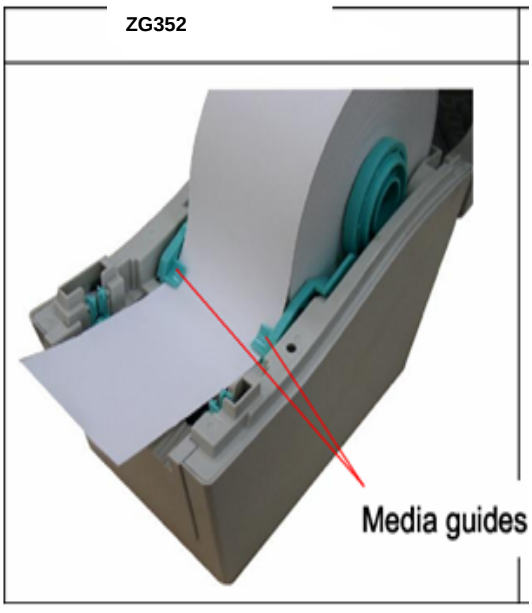
4. Place the roll between the holders and close them onto the core.

ZG352



5. Place the paper, printing side face up, through the media guides, media sensor and place the label leading edge onto the platen roller.

ZG352

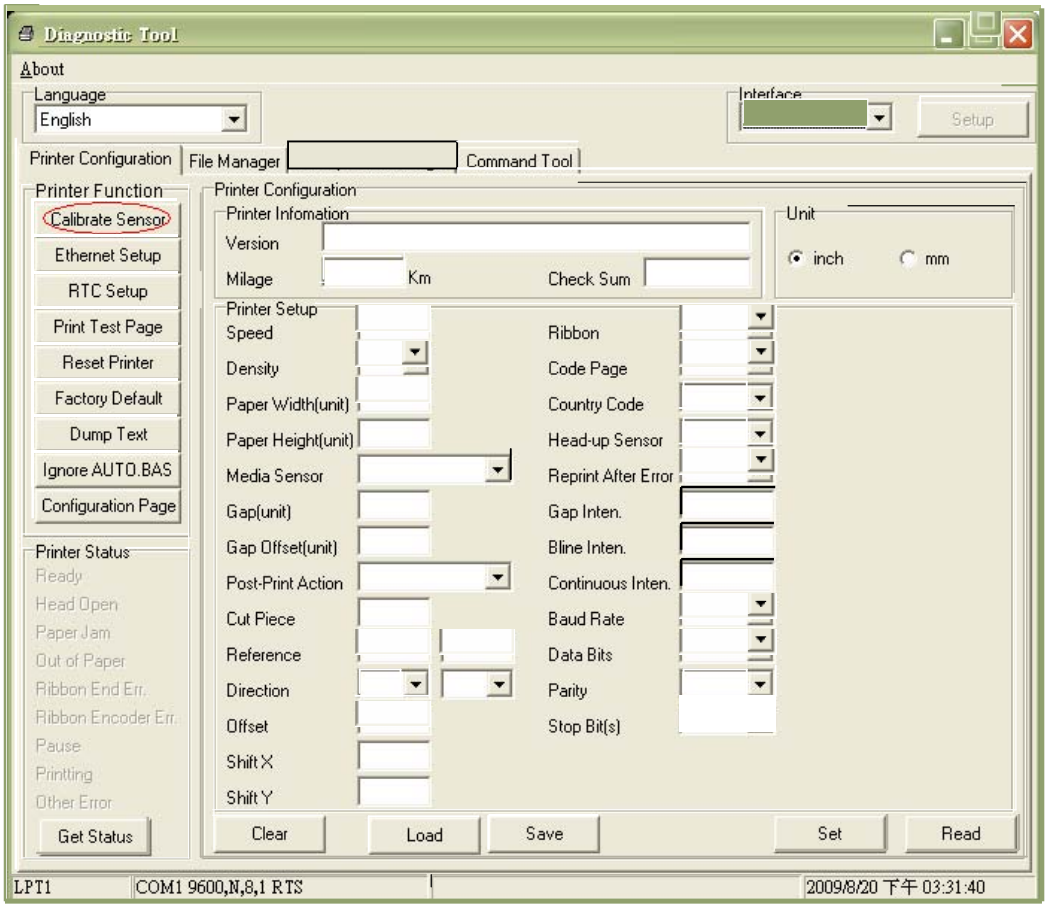


6. Close the top cover gently and make sure the cover latches securely.

ZG352 model

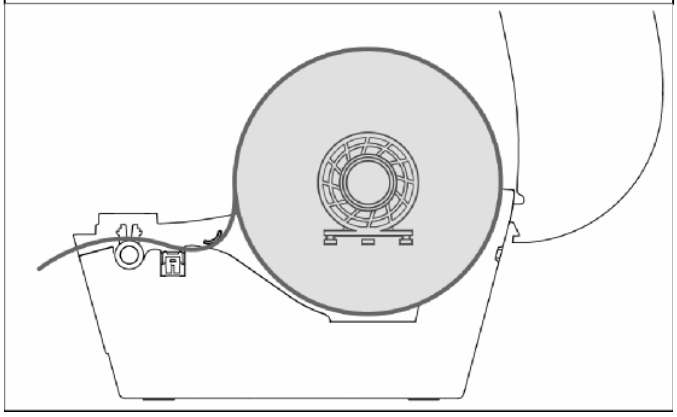
7. Use “Diagnostic Tool” to set the media sensor type and calibrate the selected sensor.
   (Start the “Diagnostic tool” ➔ Select the “Printer Configuration” tab ➔ Click the “Calibrate Sensor” button)

   Note: Please calibrate the gap/black mark sensor when changing media.



- **Loading path for roll labels**

ZG352 model

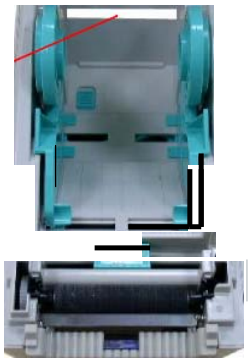


3.2.2 Loading External Media

1. Open the printer's top cover and separate the media holders to fit the media width.
2. Press down the media holder lock switch to fix the media holder.

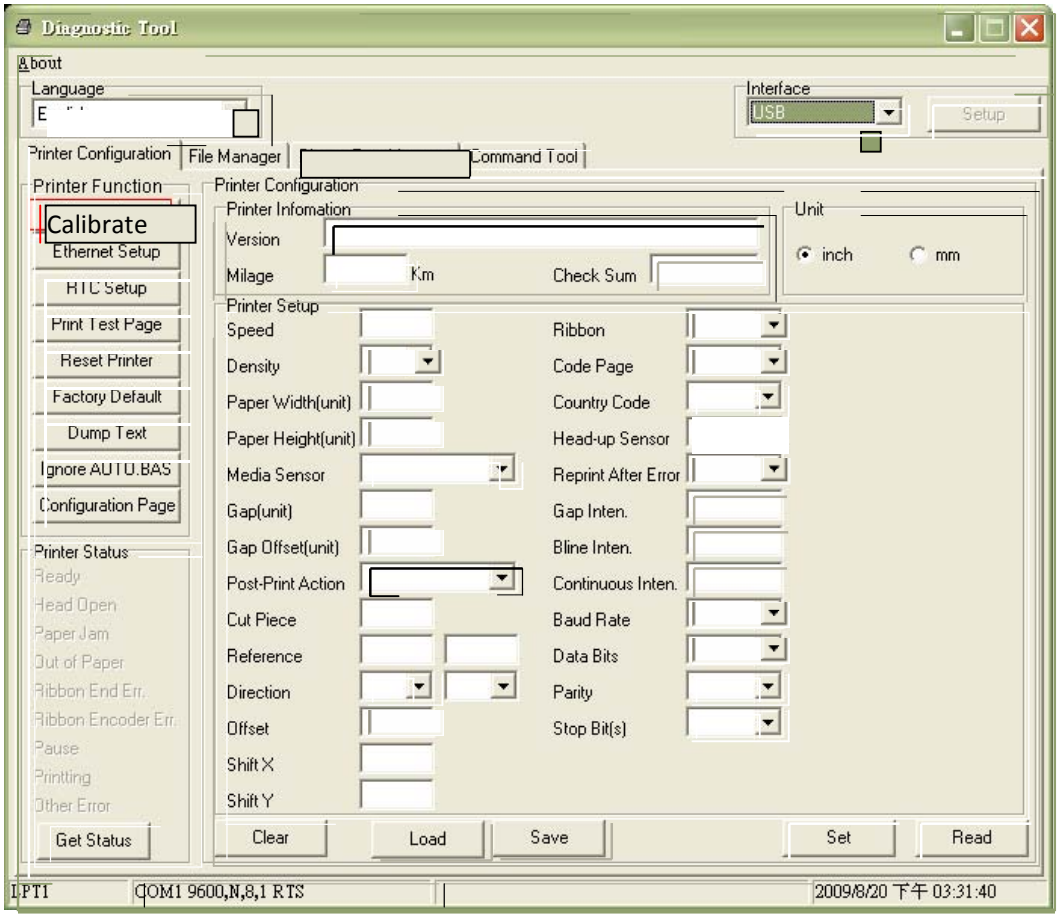
3. Feeds the media through the rear external label entrance chute. And place the paper, printing side face up, through the media guides, media sensor and place the label leading edge onto the platen roller.

Rear external label entrance



4. Close the top cover gently.
5. Use "Diagnostic Tool" to set the media sensor type and calibrate the selected (Start the "Diagnostic tool" ➔ Select the "Printer Configuration" tab ➔ Click the "Calibrate Sensor" button)

Note: Please calibrate the gap/black mark sensor when changing media.


Diagnostic Tool
About
Language
Interface
USB
Setup
Printer Configuration
File Manager
Command Tool
Printer Function
Calibrate
Ethernet Setup
RTC Setup
Print Test Page
Reset Printer
Factory Default
Dump Text
Ignore AUTO.BAS
Configuration Page
Printer Status
Ready
Head Open
Paper Jam
Out of Paper
Ribbon End Err.
Ribbon Encoder Err.
Pause
Printting
Other Error
Get Status
Printer Configuration
Printer Infomation
Version
Milage
Km
Check Sum
Unit
inch
mm
Printer Setup
Speed
Density
Paper Width(unit)
Paper Height(unit)
Media Sensor
Gap(unit)
Gap Offset(unit)
Post-Print Action
Cut Piece
Reference
Direction
Offset
Shift X
Shift Y
Ribbon
Code Page
Country Code
Head-up Sensor
Reprint After Error
Gap Inten.
Bline Inten.
Continuous Inten.
Baud Rate
Data Bits
Parity
Stop Bit(s)
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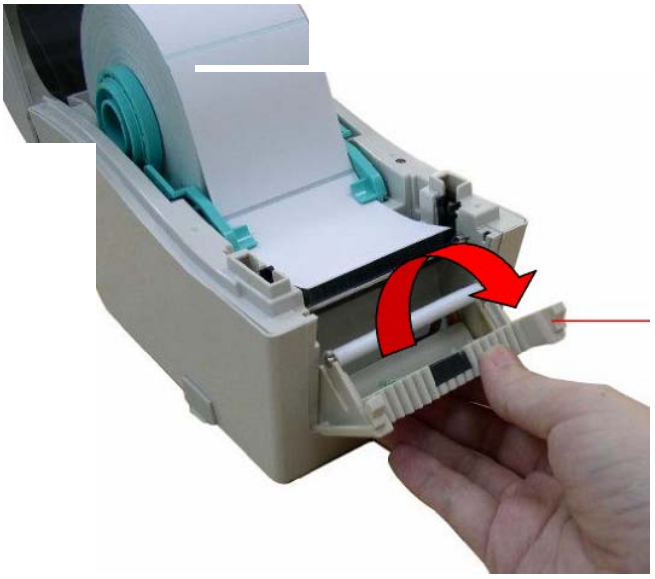
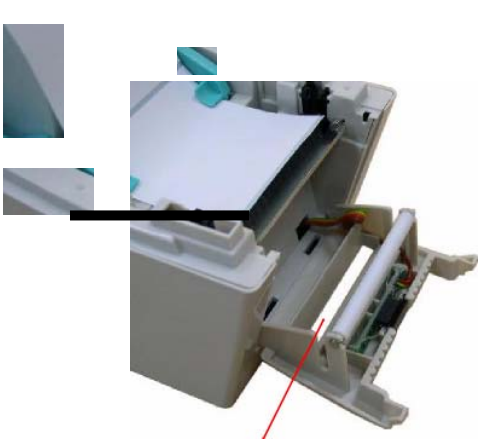
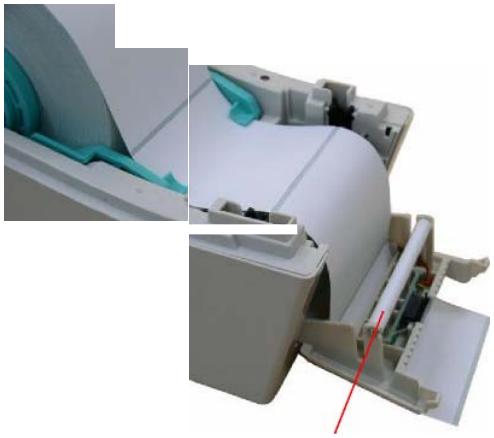
3.2.3 Loading Media in Peel-off Mode (Option)

1. Refer to section 3.2.1 to load the media.
2. Open the top cover and peel-off panel after calibrated the sensor.



3. Lead the media through the backing paper opening, beneath the peel-off roller.





4. Push the peel-off panel back to the printer.

5. Close the top cover gently.
6. Press the FEED button to test.

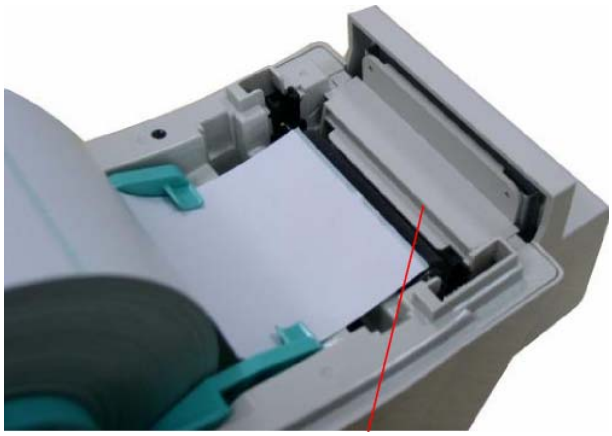
Backing paper (Liner)

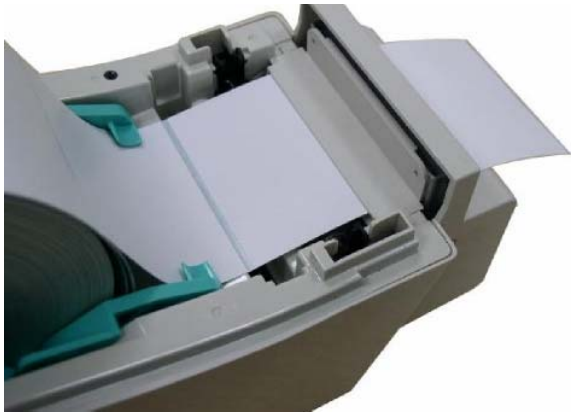
Note:

Please calibrate the gap/black mark sensor when changing media.

3.2.4 Loading Media in Cutter Mode (Option)

1. Refer to section 3.2.1 to load the media.
2. Lead the media through the cutter paper opening.

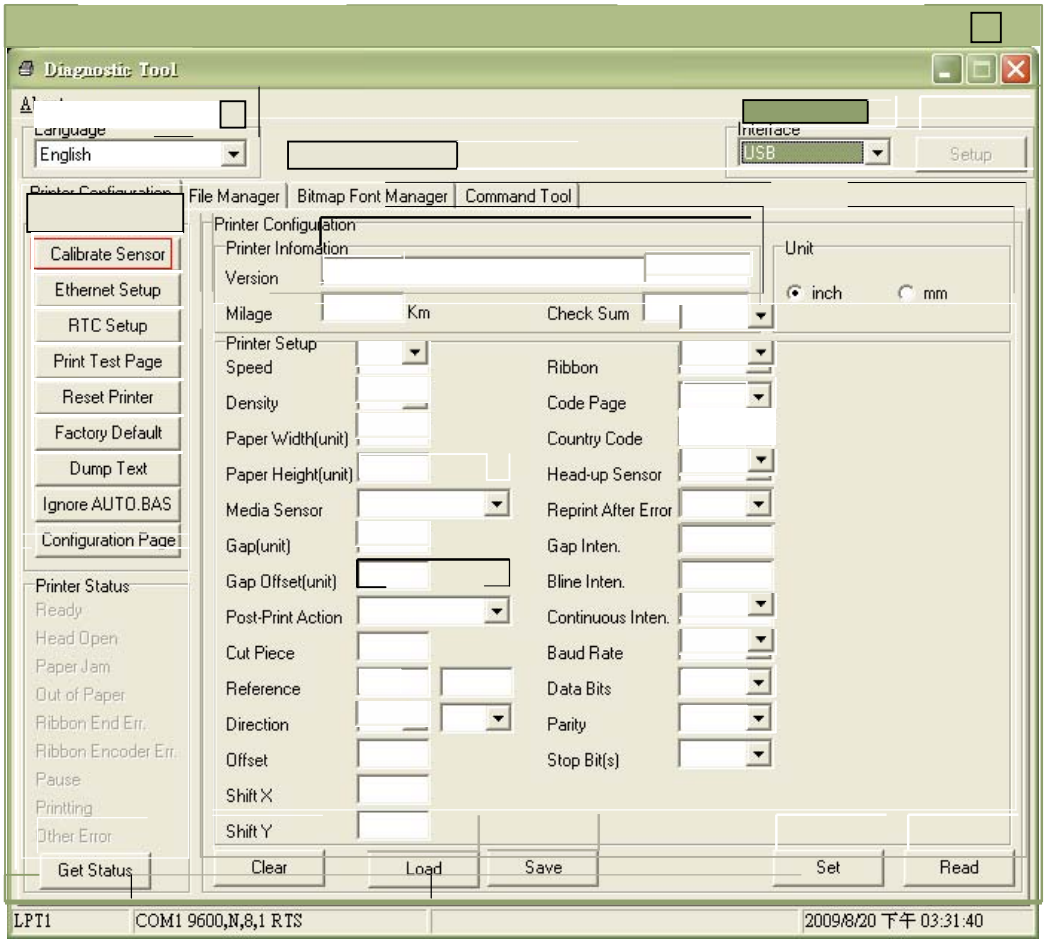




Cutter paper opening

3. Close the top cover gently.

4. Use “Diagnostic Tool” to set the media sensor type and calibrate the selected sensor.
   (Start the “Diagnostic tool” ➔ Select the “Printer Configuration” tab ➔ Click the “Calibrate Sensor” button)



Note:

Please calibrate the gap/black mark sensor when changing media.

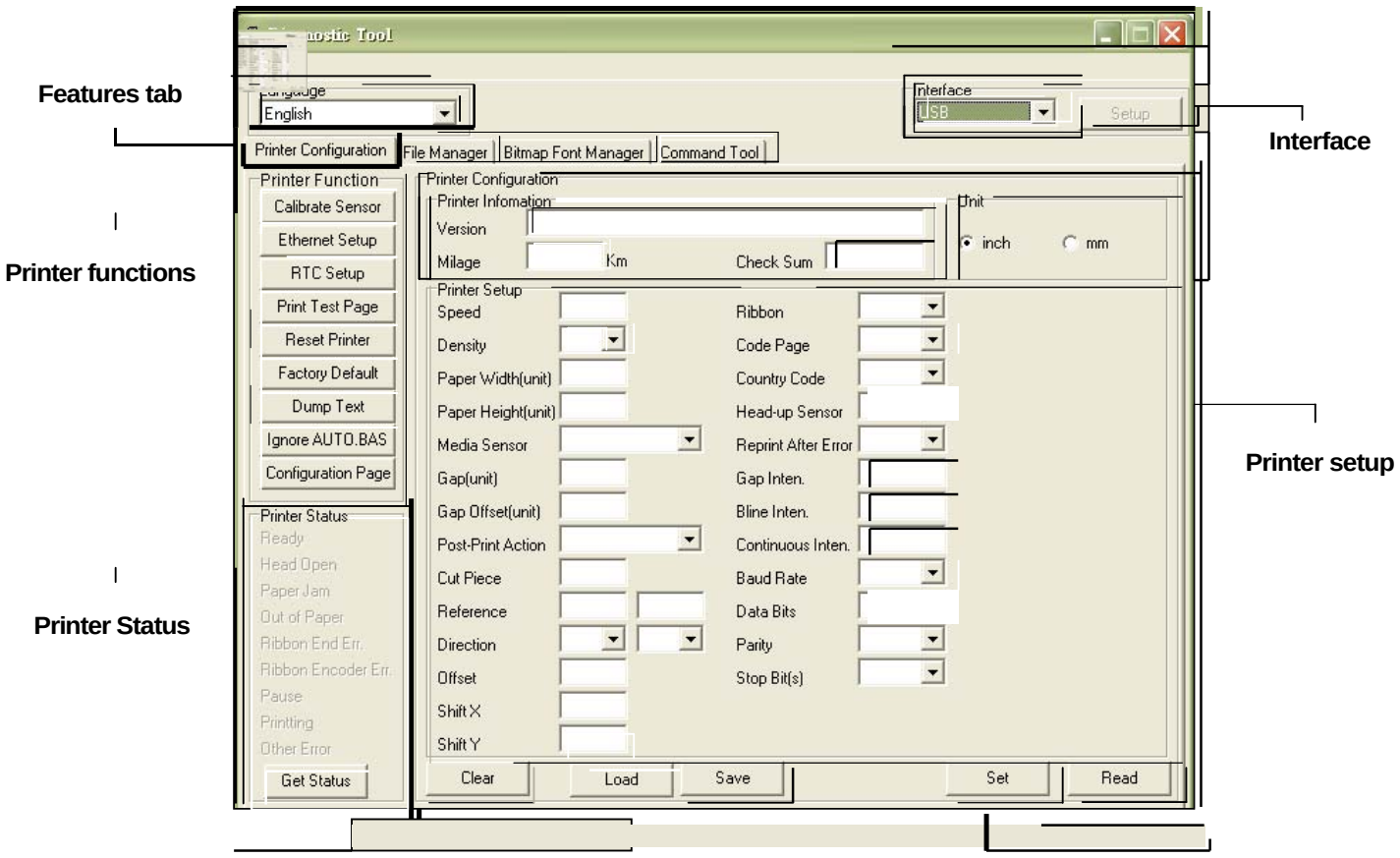
3.3 Diagnostic Tool

The Diagnostic Utility is enclosed in the CD disk \Utilities directory from. The Diagnostic Utility is a toolbox that allows users to explore the printer's settings and status; change printer settings; download graphics, fonts, and firmware; create printer bitmap fonts; and to send additional commands to the printer. Using this convenient tool, you can explore the printer status and settings and troubleshoot the printer.

Note: This utility works with printer firmware V6.00 and later versions.

3.3.1 Start the Diagnostic Tool

1. Double click on the Diagnostic tool icon to start the software.
2. There are four features (Printer Configuration, File Manager, Bitmap Font Manager, Command Tool) included in the Diagnostic utility.



3.3.2 Printer Function (Calibrate sensor, Ethernet setup, RTC setup_____)

1. Select the PC interface connected with bar code printer.
2. Click the “Function” button to setting.
3. The detail functions in the Printer Function Group are listed as below.

Function	Description
Calibrate Sensor	Calibrate the sensor specified in the Printer Setup group media sensor field
Ethernet Setup	Setup the IP address, subnet mask, gateway for the on board Ethernet (Please refer to next section)
RTC Time	Synchronize printer Real Time Clock with PC
Print Test Page	Print a test page
Reset Printer	Reboot printer
Factory Default	Initialize the printer and restore the settings to factory default.
Dump Text	To activate the printer dump mode.
Ignore AUTO.BAS	Ignore the downloaded AUTO.BAS program
Configuration Page	Print printer configuration

Note:

For more information about Diagnostic Tool, please refer to the diagnostic utility quick start guide in the CD disk \ Utilities directory.

3.4 Setting Ethernet by Diagnostic Utility

The Diagnostic Utility is enclosed in the CD disk \Utilities directory

. Users can use Diagnostic Tool to setup the Ethernet by USB and

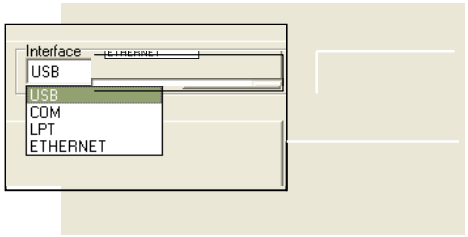
Ethernet interfaces. The following contents will instruct users how to configure the Ethernet by these interfaces.

3.4.1 Using USB interface to setup Ethernet interface

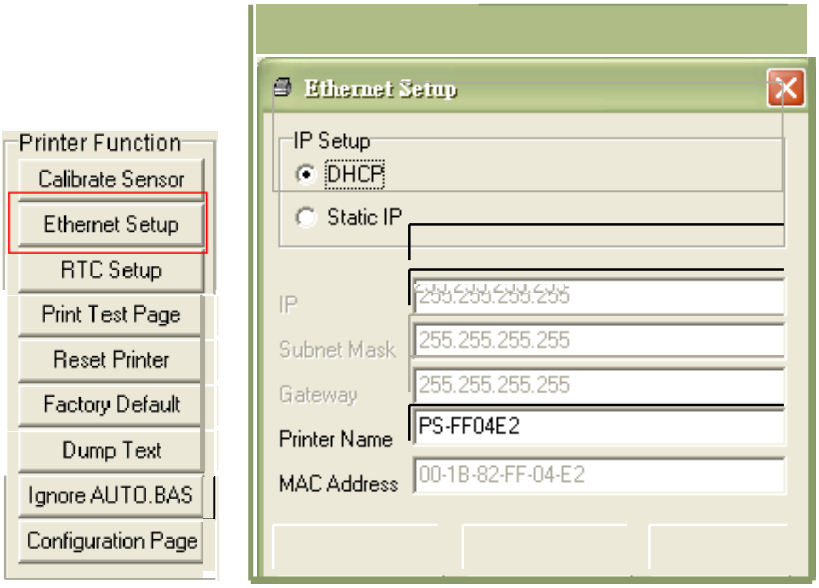
1. Connect the USB cable between the computer and the printer.
2. Turn on the printer power.
3. Start the Diagnostic Utility by double clicking on icon.

Note: This utility works with printer firmware V6.00 and later versions.

4. The Diagnostic Utility default interface setting is USB interface. If USB interface is connected with printer, no other settings need to be changed in the interface field.



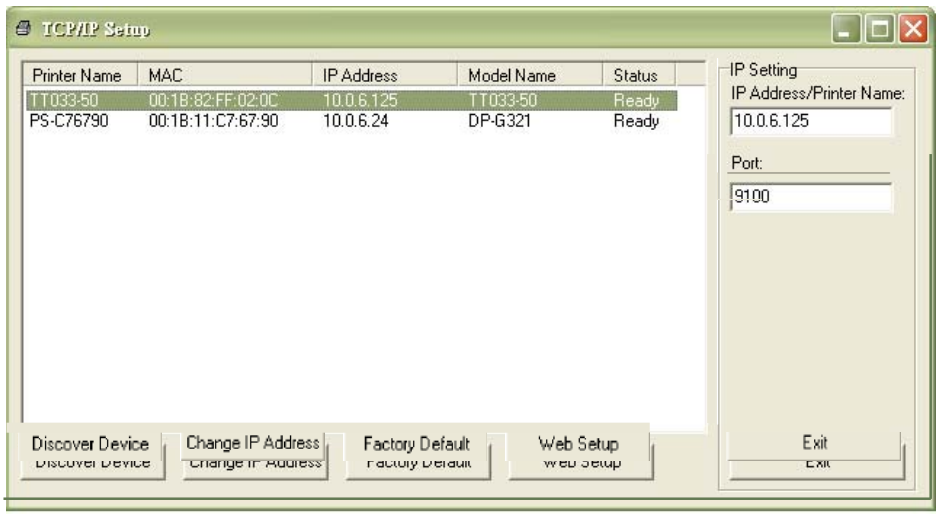
5. Click on the Ethernet Setup button from Printer Function group in Printer Configuration tab to setup the IP address, subnet mask and gateway for the on board Ethernet.



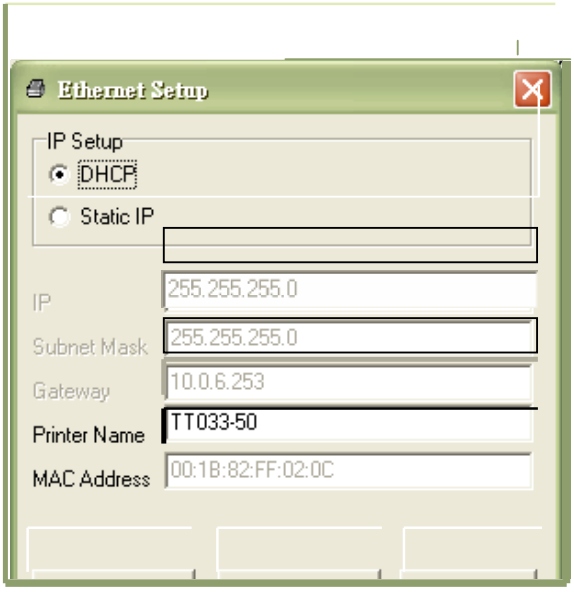
3.4.2 Using Ethernet interface to setup Ethernet interface

1. Connect the computer and the printer to the LAN.
2. Turn on the printer power.
3. Start the Diagnostic Utility by double clicks on the icon.

   Note: This utility works with printer firmware V6.00 and later versions.
4. Select Ethernet as the interface then click on the Setup button to setup the IP address, subnet mask and gateway for the on board Ethernet.



5. Click the Discover Device button to explore the printers that exist on the network.
6. Select the printer in the left side of listed printers, the correspondent IP address will be shown in the right side IP address/Printer Name field.
7. Click Change IP Address to configure the IP address obtained by DHCP or static.



The default IP address is obtained by DHCP. To change the setting to static IP address, click Static IP radio button then enter the IP address, subnet mask and gateway. Click

Set IP to take effect the settings.

Users can also change the Printer Name by another model name in this fields then click Set Printer Name to take effect this change.

Note: After clicking the Set Printer Name or Set IP button, printer will reset to take effect the settings.

8. Click Exit button to exit the Ethernet interface setup and go back to Diagnostic Tool main screen.

Factory Default button

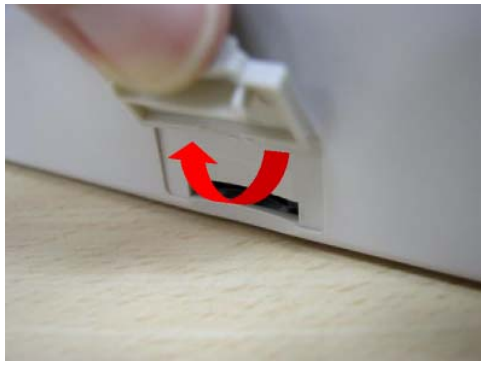
This function will reset the IP, subnet mask, gateway parameters obtained by DHCP and reset the printer name.

Web setup button

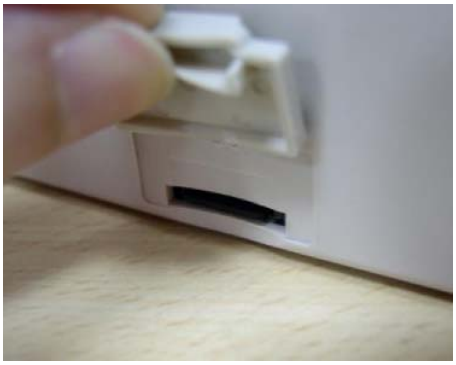
Except to use the Diagnostic Utility to setup the printer, you can also explore configure the printer settings and status or update the firmware with the IE or Firefox web browser. This feature provides a user friendly setup interface and the capability to manage the printer remotely over a network.

3.5 Install MicroSD Memory Card

1. Open the SD memory card cover.



2. Insert the MicroSD card into the socket.



3. Close the memory card cover.

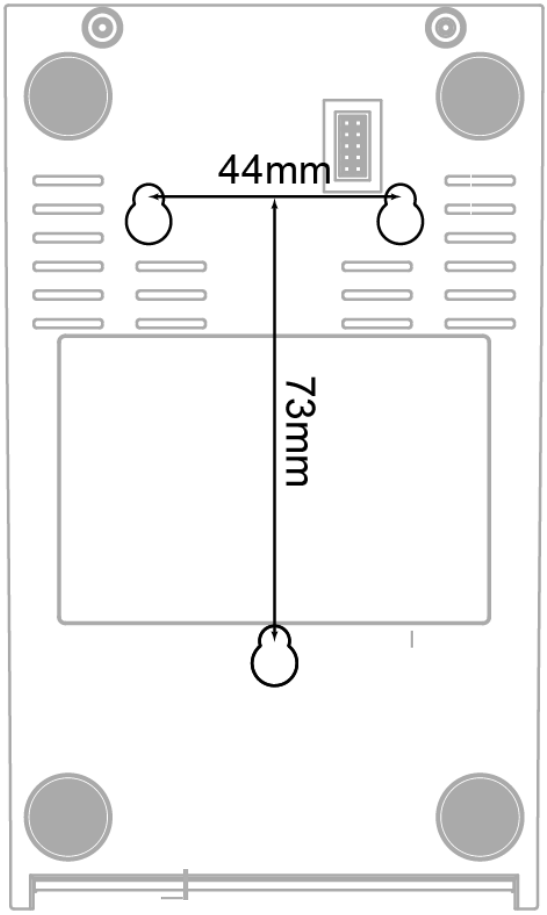
* Recommended SD card specification.

SD card spec	SD card capacity	Approved SD card manufacturer
V1.0, V1.1	MicroSD 128 MB	Transcend, Panasonic
V1.0, V1.1	MicroSD 256 MB	Transcend, Panasonic
V1.0, V1.1	MicroSD 512 MB	Transcend, Panasonic
V1.0, V1.1	MicroSD 1 GB	Transcend, Panasonic
V2.0 SDHC CLASS 6	MicroSD 4 GB	Transcend
- The DOS FAT file system is supported for the SD card.		

- Folders/files stored in the SD card should be in the 8.3 filename format

3.6 Mount the Printer on the Wall

There are three holes in the bottom of printer. Printer can be mounted on the wall by the 3.0mm~3.5mm screw head screws.



Note: Please hang properly to avoid fall down

4. LED and Button Functions

This printer has one button and one three-color LED indicator. By indicating the LED with different color and pressing the button, printer can feed labels, pause the printing job, select and calibrate the media sensor, print printer self-test report, reset printer to defaults (initialization). Please refer to the button operation below for different functions.

4.1 LED Indicator

LED Color	Description
Green/ Solid	This illuminates that the power is on and the device is ready to use.
Green/ Flash	This illuminates that the system is downloading data from PC to memory or the printer is paused.
Amber	This illuminates that the system is clearing data from printer.
Red / Solid	This illuminates printer head open, cutter error.
Red / Flash	This illuminates a printing error, such as head open, paper empty, paper jam or memory error etc.

4.2 Regular Button Function

1. Feed labels

When the printer is ready, press the button to feed one label to the beginning of next label.

2. Pause the printing job

When the printer is printing, press the button to pause a printing job. When the printer is paused, the LED will be green blinking. Press the button again to continue the printing job.

4.3 Power on Utilities

There are six power-on utilities to set up and test printer hardware. These utilities are activated by pressing FEED button then turning on the printer power simultaneously and release the button at different color of LED.

Please follow the steps below for different power-on utilities.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED indicates with different color for different functions.

Power on utilities	**The LED color will be changed as following pattern:**						
LED color / ***Functions***	Amber	Red (5 blinks)	Amber (5 blinks)	Green (5 blinks)	Green/Amber (5 blinks)	Red/Amber (5 blinks)	Solid green
1. Gap / black mark sensor calibration		*Release*					
2. Gap / black mark sensor calibration, Self-test and enter dump mode			*Release*				
3. Printer initialization				*Release*			
4. Set black mark sensor as media sensor and calibrate the black mark sensor					*Release*		
5. Set gap sensor as media sensor and calibrate the gap sensor						*Release*	
6. Skip AUTO.BAS							*Release*

4.3.1 Gap/Black Mark Sensor Calibration

Gap/black mark sensor sensitivity should be calibrated at the following conditions:

1. A brand new printer
2. Change label stock.
3. Printer initialization.

Please follow the steps below to calibrate the gap/black mark sensor.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3 Release the button when LED becomes **red** and blinking. (Any red will do during the 5 blinks).

- It will calibrate the gap/black mark sensor sensitivity.
- The LED color will be changed as following order

  Amber → **red (5** → amber (5 blinks) → green (5 blinks) → green/amber (5 blinks) → red/amber (5 blinks) → solid green

Note:

1. Sensor calibration can be done by Diagnostic Tool or by power on utility. Please refer to 3.3 Diagnostic Tool Section for more information.

2. Please select gap or black mark sensor type prior to calibrate the sensor.

4.3.2 Gap/Black Mark Calibration, Self-test and Dump Mode

While calibrate the gap/black mark sensor, printer will measure the label length, print the internal configuration (self-test) on label and then enter the dump mode. To calibrate gap or black mark sensor, depends on the sensor setting in the last print job.

Please follow the steps below to calibrate the sensor.

1 .Turn off the power switch.

2. Hold on the button then turn on the power switch.

3. Release the button when LED becomes **amber** and blinking. (Any amber will do during the 5 blinks)

- The LED color will be changed as following order.

  Amber → red (5 → **amber (5 blinks)** → green (5 blinks) → green/amber (5 blinks) → red/amber (5 blinks) → solid green

4. It calibrates the sensor and measures the label length and prints internal settings then enter the dump mode.

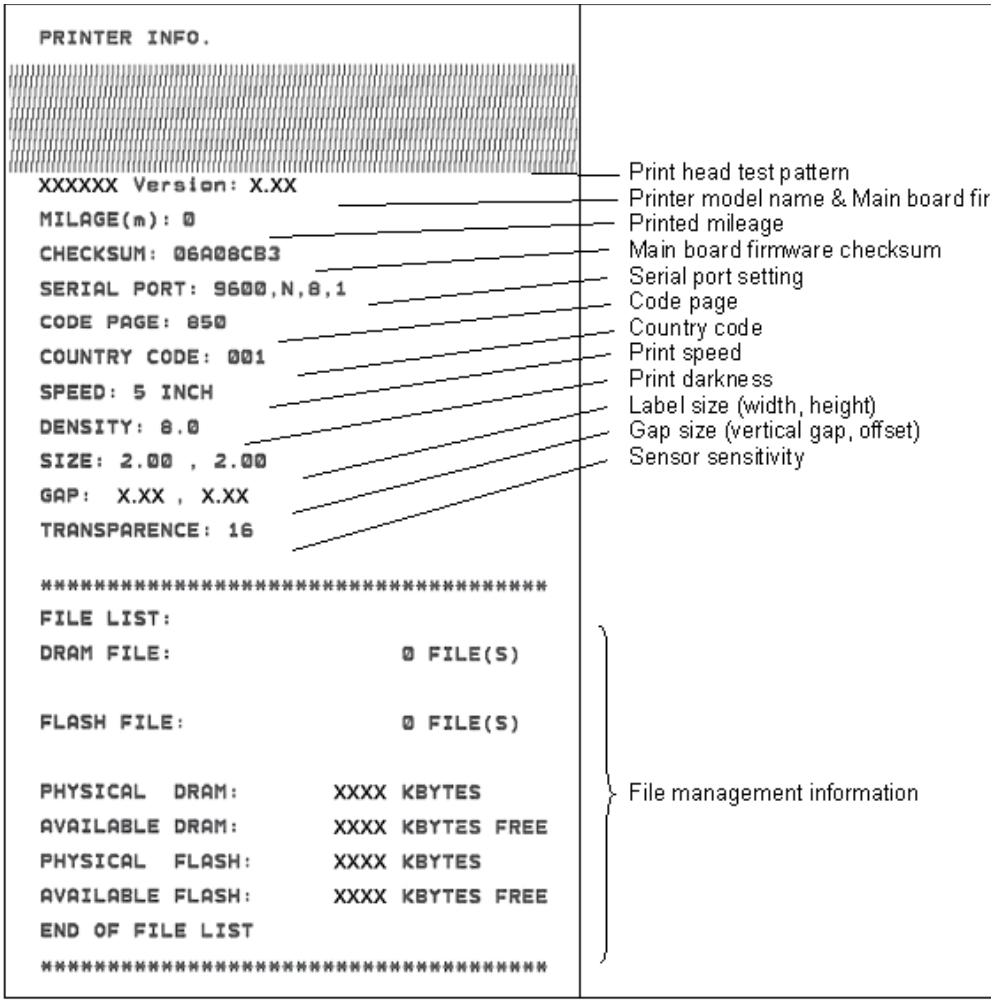
Note:

1. Sensor calibration can be done by Diagnostic Tool or by power on utility. Please refer to 3.3 Diagnostic Tool Section for more information.

2. Please select gap or black mark sensor type prior to calibrate the sensor.

Self-test

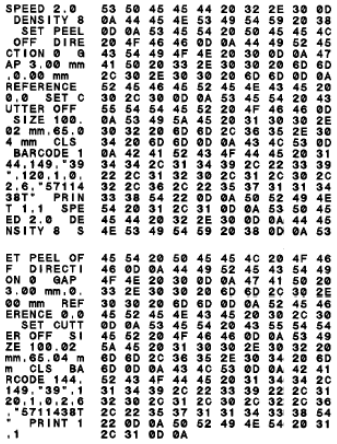
Printer will print the printer configuration after gap/black mark sensor calibration. Self-test printout can be used to check if there is any dot damage on the heater element, printer configurations and available memory space.



- ## Dump mode

Printer will enter dump mode after printing printer configuration. In the dump mode, all characters will be printed in 2 columns as following. The left side characters are received from your system and right side data are the corresponding hexadecimal value of the characters. It allows users or engineers to verify and debug the program.

ASCII Data



Hex decimal data related to left column of ASCII data

Note:

1. Dump mode requires 2" wide paper width.

2. Turn off / on the power to resume printer for normal printing.

3. Press FEED button to back to the previous menu.

4.3.3 Printer Initialization

Printer initialization is used to clear DRAM and restore printer settings to defaults.
Printer initialization is activated by the following procedures.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns **green** after 5 amber blinks. (Any green will do during the 5 blinks).

- The LED color will be changed as following:

  Amber → red (5 → amber (5 blinks) → **green (5 blinks)** → green/amber (5 blinks) → red/amber (5 blinks) → solid green

Printer configuration will be restore to defaults as below after initialization.

Parameter	Default setting
Speed	127 mm/sec (5 ips) (203DPI)
Density	8
Label Width	2" (50.8 mm)
Label Height	4" (101.6 mm)
Sensor Type	Gap sensor
Gap Setting	0.12" (3.0 mm)

Print Direction	0
Reference Point	0,0 (upper left corner)
Offset	0
Tear Mode	On
Peel off Mode	Off
Cutter Mode	Off
Serial Port Settings	9600 bps, none parity, 8 data bits, 1 stop bit
Code Page	850
Country Code	001
Clear Flash Memory	No
IP Address	DHCP

4.3.4 Set Black Mark Sensor as Media Sensor and Calibrate the Black Mark Sensor

Please follow the steps as below.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns **green/amber** after 5 green blinks. (Any green/amber will do during the 5 blinks).

- The LED color will be changed as following:

  Amber → red (5 → amber (5 blinks) → green (5 blinks) → **green/amber (5 blinks)** → red/amber (5 blinks) → solid green

4.3.5 Set Gap Sensor as Media Sensor and Calibrate the Gap Sensor

Please follow the steps as below.

1. Turn off the power switch.
2. Hold on the button then turn on the power switch.
3. Release the button when LED turns **red/amber** after 5 green/amber blinks. (Any red/amber will do during the 5 blinks).

- The LED color will be changed as following:

  Amber → red (5 blinks) → amber (5 blinks) → green (5 blinks) → green/amber (5 blinks) → **red/amber (5 blinks)** → solid green

4.3.6 Skip AUTO.BAS

TSPL2 programming language allows user to download an auto execution file to flash memory. Printer will run the AUTO.BAS program immediately when turning on printer power.

The AUTO.BAS program can be interrupted without running the program by the power-on utility.

Please follow the procedures below to skip an AUTO.BAS program.

1. Turn off printer power.
2. Press the FEED button and then turn on power.
3. Release the FEED button when LED becomes **solid green**.

- The LED color will be changed as following:
  Amber ➔ red (5 blinks) ➔ amber (5 blinks) ➔ green (5 blinks) ➔ green/amber (5 blinks) ➔ red/amber (5 blinks) ➔ **solid green**

4. Printer will be interrupted to run the AUTO.BAS program.

5. Troubleshooting

The following guide lists the most common problems that may be encountered when operating this bar code printer. If the printer still does not function after all suggested solutions have been invoked, please contact the Customer Service Department of your purchased reseller or distributor for assistance.

5.1 LED Status

This section lists the common problems that according to the LED status and other problems you may encounter when operating the printer. Also, it provides solutions.

LED Status / Color	Printer Status	Possible Cause	Recovery Procedure
OFF	No response	No power	* Turn on the power switch. * Check if the green LED is lit on power supply. If it is not lit on, power supply is broken. * Check both power connections from the power cord to the power supply and from the power supply to the printer power jack if they are connected securely.
Solid Green	ON	The printer is ready to use	* No action necessary.
Green with blinking	Pause	The printer is paused	* Press the FEED button to resume for printing.
Red with blinking	Error	The out of label or the printer setting is not correct	1. Out of label * Load a roll of label and follow the instructions in loading the media then press the FEED button to resume for printing. 2. Printer setting is not correct * Initialize the printer by instructions in “Power on Utility” or “Diagnostic Tool”.

Note:

Printer status can be easily shown on the Diagnostic Tool. For more information about the Diagnostic Tool, please refer to the instruction in the software CD disk.

5.2 Print Problem

Problem	Possible Cause	Recovery Procedure
Not Printing	Check if interface cable is well connected to the interface connector.	Re-connect cable to interface.
	The serial port cable pin configuration is not pin to pin connected.	Please replace the cable with pin to pin connected.
	The serial port setting is not consistent between host and printer.	Please reset the serial port setting.
	The port specified in the Windows driver is not correct.	Select the correct printer port in the driver.
	The Ethernet IP, subnet mask, gateway is not configured properly.	Configure the IP, subnet mask and gateway.
No print on the label	Label loaded not correctly.	Follow the instructions in loading the media.
Continuous feeding labels	The printer setting may go wrong.	Please do the initialization and gap/black mark calibration.
Paper Jam	Gap/black mark sensor sensitivity is not set properly (sensor sensitivity is not enough)	Calibrate the gap/black mark sensor.
	Make sure label size is set properly.	Set label size exactly as installed paper in the labeling software or program.
	Labels may be stuck inside the printer mechanism near the sensor area.	Remove the stuck label.
Poor Print Quality	Top cover is not closed properly.	Close the top cover completely and make sure the right side and left side levers are latched properly.
	Wrong power supply is connected with printer.	Check if 24V DC output is supplied by the power supply.
	Check if supply is loaded correctly.	Reload the supply.
	Check if dust or adhesives are accumulated on the print head.	Clean the print head.
	Check if print density is set properly.	Adjust the print density and print speed.
	Check print head test pattern if head element is damaged.	Run printer self-test and check the print head test pattern if there is dot missing in the pattern.

5.3 LCD display

This section lists the LCD display messages that you may encounter when operating the printer. Also, it provides solutions.

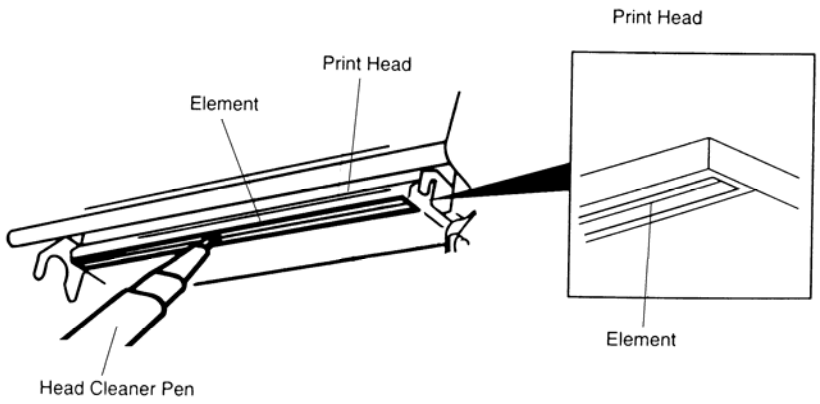
Messages	Possible Cause	Recovery Procedure
Head Open	* The printer top cover is open.	* Please close the top cover.
No Paper	* Running out of label. * The label is installed incorrectly. * Gap/black mark sensor is not calibrated.	* Supply a new label roll. * Please refer to the steps in user's manual to reinstall the label roll. * Calibrate the gap/black mark sensor.
Paper Jam	* Gap/black mark sensor is not set properly. * Make sure label size is set properly. * Labels may be stuck inside the printer mechanism.	* Calibrate the gap/black mark sensor. * Set label size correctly.
Out of Mem	* The space of FLASH/DRAM or MicroSD card is full.	* Delete unused files in the FLASH/DRAM or MicroSD card.
Take Label	* Peel function is enabled. Waiting user to take label away to print the next label.	* Please take the label away to print the next label if peeler module is installed. * If peeler module is installed and label is been taken away, but the message remains. Please check if the peeler module connector is connected to main board properly. * If peeler module is not installed, please disable the peeler function.
Cutter Error	* Cutter jam. * There is no cutter installed on the printer. * Cutter or cutter driver circuit board is damaged.	* Remove the jammed label. * Make sure the media thickness is equal or less than 0.19mm. * Replace the cutter or cutter driver circuit board.

6. Maintenance

This session presents the clean tools and methods to maintain your printer.

1. Please use one of following material to clean the printer.
- Cotton swab (Head cleaner pen)
- Lint-free cloth
- Vacuum / Blower brush
- 100% ethanol

2. The cleaning process is described as following:

Printer Part	Method	Interval
Print Head	1. Always turn off the printer before cleaning the print head. 2. Allow the print head to cool for a minimum of one minute. 3. Use a cotton swab and 100% ethanol to clean the print head surface.	Clean the print head when changing a new label roll
		
Platen Roller	1. Turn the power off. 2. Rotate the platen roller and wipe it thoroughly with 100% ethanol and a cotton swab, or lint-free cloth.	Clean the platen roller when changing a new label roll
Tear Bar/Peel Bar	Use the lint-free cloth with 100% ethanol to wipe it.	As needed
Sensor	Compressed air or vacuum	Monthly
Exterior	Wipe it with water-dampened cloth	As needed
Interior	Brush or vacuum	As needed

Note:

- **Do not touch printer head by hand. If you touch it careless, please use ethanol to clean it.**

- **Please use 100% Ethenol. DO NOT use medical alcohol, which may damage the printer head.**
- **Regularly clean the print head and supply sensors once change a new media to keep printer performance and extend printer life.**
- **The maximum printing ratio per dot line is 15% for this printer. To print the full web black line, the maximum black line height is limited to 40 dots, which is 5mm for 203 DPI resolution printer.**

Revise History

Date	Content	Editor
2009/8/10	Revise 2.2.2 section	Camille
2009/9/7	Revise 3.3 Diagnostic Tool section	Camille
2009/9/15	Add TDP-225W model	Camille
2009/9/16	Add 3.4 section	Camille
2009/9/18	Add 5.3 section	Camille
2009/12/28	Revise 2.2.3 section (Add USB host)	Camille
2010/3/3	Revise 1.2 section	Camille
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